

Features & Benefits

- » Fully automated, recurring and complete hardware and software inventory, and audits
- » Fully automated patch management
- » Cross platform support (PC, MAC & Linux)
- » Fully automated power management
- » Fully automated and scheduled software deployment and system management
- » Easy, powerful and comprehensive scripting for system management and software deployment
- » System monitoring and alerts
- » Proactive Windows event monitoring
- » Integrated help desk and issue ticketing
- » Secure remote control
- » Secure FTP, chat and message broadcasting
- » Comprehensive integrated management reporting
- » Rapid deployment

Additional Features

- » Backup for desktops & servers
- » Anti-Virus protection
- » Anti-Malware protection



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Forerunner Managed Services (FMS)

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Forerunner Managed Services

... FMS simplifies the delivery of IT services saving you time, money, and ensuring your systems are secure.

System downtime, viruses, spyware, losses of productivity ... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

At Forerunner Computer Systems, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realise the productivity gains and ROI you have been expecting from your computer systems all along.

Our technology expertise becomes your competitive advantage!



Main Features

Network Monitoring

Forerunner can setup network monitoring so that we receive an alert if a server or a computer goes down or a specific piece of hardware incurs a problem.

Remote Assistance

No matter where you are in the world, providing you are connected to the Internet, you are only a click away from assistance.

We can use various protocols, such as VNC, KVNC and RDP to provide help and most also have chat capabilities to assist you.

Remote Audits

FMS can perform remote audits on your PCs and generate reports that can be used for asset tracking and provide a detailed hardware list to assist in the scheduling of upgrades and replacement.

Reporting

Reports can be generated providing information on how your computer system is performing.

We have a range of standard reports available, or a report can be customised to meet your requirements. Examples include hard disk space, Windows update status etc.

Patch Management

All patches are pre-screened to ensure compatibility with your system. Our control software allows us to phase the release of these patches at specified times. We can also choose whether your computer reboots or at what time your computer may reboot.

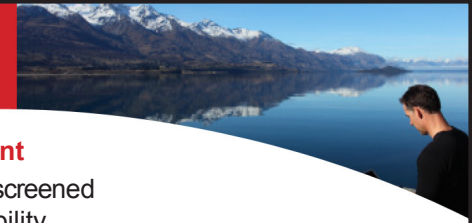
Live Monitoring

Alerts can be set to trigger an email warning when a particular event occurs on your computer system, such as a critical service stopping.

Software Installation

Forerunner can automate certain types of software installations. These installations can be controlled and rolled out to specific machines on your network as required.

Certain tasks including defragmentation, disk cleanup and virus scans can be automated and scheduled to run at specific times, day or night.



Optional Features

Anti-Virus

Forerunner can also provide anti-virus with your FMS package. This is a customisable internet security package, which is installed and monitored remotely by Forerunner technicians.

This anti-virus solution can be set up to exclude specified files and folders from scanning. This could be particularly useful for medical software packages and other client specific software.

Anti-Virus Features:

- » Kaspersky based
- » Daily updates (if connected to the internet)
- » Customisable
- » Built-in Self Defense
- » E-mail, File, Web, and IM protection, individually configured
- » Suspicious activity monitoring
- » Different security levels
- » Scheduled scans

Full System Backup for Data Recovery

In addition to FMS, Forerunner can also provide a remote system backup service which can be used by you for data recovery. This gives you a peace of mind for both your desktop computers and servers.

For more information, please refer to our Backup Solutions brochure or contact our friendly technicians.

Anti-Malware

The FMS anti-malware tool monitors every process and stops malicious processes before they even start in real-time.

Anti-Malware Features:

- » Different security levels
- » Real-time monitoring
- » Folder exclusions
- » Website blocking
- » Auto-delete suspicious objects
- » Scheduled scans

